



Meridian Medicare-Medicaid Plan (MMP) members Wellcare Meridian Dual Align (HMO D-SNP) FAQs.

What is changing and when?

- **Effective January 1, 2026**, currently enrolled Meridian Medicare-Medicaid Plan (MMP) members will automatically be enrolled into our Wellcare Meridian Dual Align (HMO D-SNP), **Wellcare By Meridian**.

What is a Dual Special Needs Plan (D-SNP)?

- A Dual Special Needs Plan (D-SNP) is a Medicare Advantage plan designed specifically to serve the unique needs of members who have Medicare and Medicaid.
- Wellcare By Meridian will coordinate members' Medicare and Medicaid coverage.

Will members continue to have Medicare and Medicaid benefits?

- **Yes.** Wellcare By Meridian is a plan that contracts with both Medicare and Illinois Medicaid.

Do MMP members need to do something?

- Current MMP members don't need to do anything. They will be automatically enrolled into the Wellcare By Meridian health plan.
- **Members *will not* have breaks in coverage** transitioning from Meridian MMP to Wellcare By Meridian.

Are there costs, fees, or out-of-pocket expenses with Wellcare By Meridian?

- **No.** Like Meridian MMP, members do not pay for in-network care or services when enrolled in Wellcare By Meridian.

Will Wellcare By Meridian members have care management?

- **Yes.** All members will have care management to help them reach their health goals.
- There will not be a break in care coordination services transitioning from MMP to Wellcare By Meridian. Members who receive long-term services and support (LTSS) from a Medicaid care manager will continue getting help.
- Should an assigned care manager change, members will receive notification from us with the name and contact information of the new care manager.

Will there be changes to benefits?

- Current MMP members will continue to get Medicare and Medicaid benefits. Wellcare By Meridian members will get quality care and coverage, plus benefits like dental, vision, and hearing services, over-the-counter items (OTC) benefits, and a Wellcare Spendables® prepaid debit card.
- Any benefit changes are also reflected in the Annual Notice of Change (ANOC) document sent in September.
- For benefit information, please visit go.wellcare.com/MeridianIL.
- While there will be no disruption to your coverage, there may be changes to benefits.
- Benefits materials and communications will be sent by Wellcare By Meridian.

What will happen to waiver or in-home services?

- Medicaid Home and Community-Based Services (HCBS) and waiver programs will continue through Meridian Medicaid Plan. The care teams will help ensure services are not interrupted.

Can MMP members continue to see their doctors and pharmacies?

- We are working to ensure members can see their preferred providers. There will *not* be a break in coverage transitioning from Meridian MMP to Wellcare By Meridian.
- If providers are not in our Wellcare By Meridian network, members can keep receiving care from their current provider for **up to 90 days**.

Where is the provider directory located?

- Visit go.Wellcare.com/MeridianIL. Click on the [Find a Provider or Pharmacy](#) button at the top of the web page to search.

Will prescription coverage be the same?

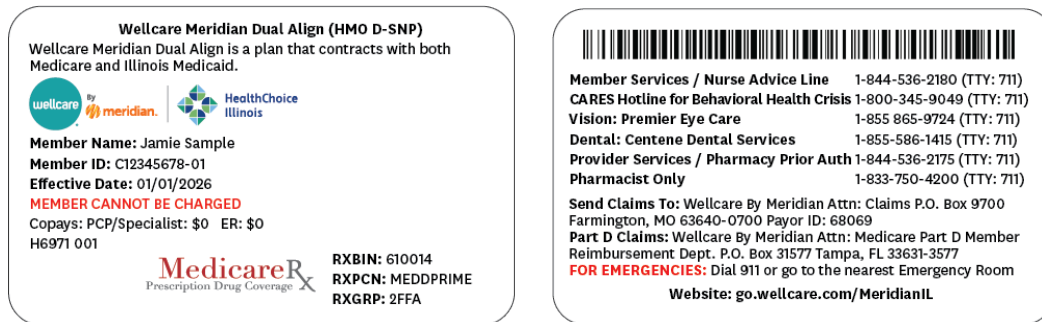
- Our Wellcare By Meridian D-SNP was designed with continuity of care in mind. Every effort is being made to ensure that current prescriptions remain covered.

Where are Wellcare By Meridian health plan benefits and materials located?

- 2026 benefits are posted on the Wellcare By Meridian website.
- Visit go.Wellcare.com/MeridianIL. At the top of homepage, click on “I’m a Member” then click on “Plan Benefit Materials.”
- Downloadable plan benefit materials include:
 - ***ANOC, Summary of Benefits, Member Handbook, Dental Benefit Details, and Your OTC Highlights***
- Benefit changes are listed in the Annual Notice of Change (ANOC) document mailed in September 2025 and posted online.
- Wellcare By Meridian members may be eligible for *Extra Help*. Please see the Member Handbook for details.

Will there be a new member ID card?

- **Yes.** New 2026 Wellcare By Meridian member ID cards will be mailed to current MMP members in December or early January 2026.



- Members can also access their digital member ID card via the Wellcare By Meridian secure member portal. Visit go.Wellcare.com/MeridianIL. Then click on the "[Member Login](#)" button at the top of the web page.
- **Through 2025**, members should continue to use and present their Meridian MMP ID card for healthcare and pharmacy services.

Will the doctors and pharmacies be the same?

- We are working to ensure members can continue seeing their preferred providers. There will not be a break in coverage transitioning from Meridian MMP to Wellcare By Meridian.
- If your provider is not in our D-SNP network, you can keep seeing your current provider for **up to 90 days**.
- Use the [Find a Provider or Pharmacy](#) to see if a primary care provider and preferred specialists are in-network with Wellcare By Meridian.

Will members still be able to get the same prescriptions?

- The Wellcare By Meridian D-SNP was designed with continuity of care in mind. Every effort is being made to ensure that current prescriptions remain covered.

What are the hours of operation and Wellcare By Meridian contact information?

- Call Member Services at the phone number on your member ID card.
- If you have questions, please call Wellcare Meridian Dual Align (HMO D-SNP) at 1-844-536-2180 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free.

Can Meridian MMP members switch health plans?

- Meridian MMP members can change health plans during the annual enrollment period from **October 15 through December 7**.

- To discuss other 2026 Wellcare healthcare coverage options, call 844-480-0680 (TTY: 711). Between October 1 and March 31, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free.